

# **“DSHS 101”**

**December 14, 2009**

**9:00 am to noon**

## **Background, Organizations & Environments**

Department of Social and Health Services (DSHS)

# Welcome & Introductions

- ▶ Introductions
  - PCS Project Management Team
  - DSHS Key Staff
- ▶ Housekeeping Announcements
  - Emergency exits
  - Restrooms, Food and Beverages
- ▶ Other Notes:
  - Please no food/drink while in the auditorium
  - Please place your mobile devices on silent or vibrate mode; take or place calls outside of auditorium

# Agenda

- ▶ Purpose of this session
- ▶ Government agencies & entities
- ▶ Provider groups and collective bargaining
- ▶ Organization, governance & oversight

# Purpose of This Session

## »» Section 1

# Purpose of this session

- ▶ Our goals today are to:
  - Provide business and program context for potential bidders
  - Get to know a bit more about DSHS, other agencies involved, and major stakeholders:
    - Who they are
    - The work they do and responsibilities they have
- ▶ What is not intended to be covered:
  - Questions or clarifications about the PCS Request for Proposals
  - Specific PCS requirements review or discussion

# Terms Commonly Used

- ▶ Client – the actual person who is determined to be eligible by DSHS to receive services; Most clients are Medicaid eligible (Title XIX)
- ▶ Provider – Social service provider, such as home care workers, who contracts with DSHS to provide approved services to clients
- ▶ Employer – the employer is the client
- ▶ Third Party Payer/Intermediary Fiscal Agent – DSHS serves in this capacity on behalf of the client (employer)

# Government Agencies and Entities

## »» Section 2

# Government Entities Involved

- ▶ Department of Social & Health Services (Sponsor Agency)
- ▶ Department of Early Learning
- ▶ Home Care Quality Authority
- ▶ Office of Financial Management
- ▶ Office of the State Treasurer
- ▶ Department of Information Services
- ▶ Information Services Board
- ▶ Centers for Medicare and Medicaid Services (part of the US Department of Health & Human Services)

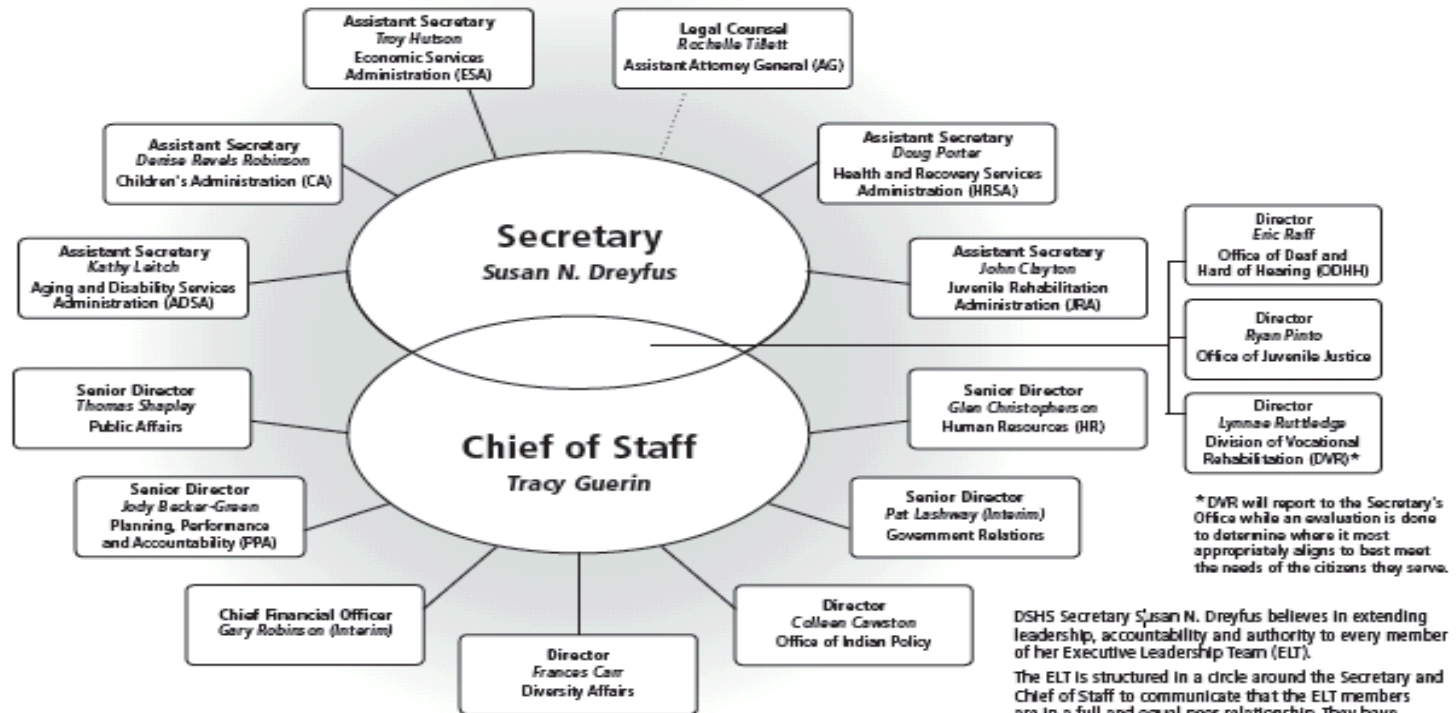


# Department of Social & Health Services (DSHS)

- ▶ Umbrella social service agency
- ▶ Cabinet level agency, reports to the Governor
- ▶ Largest agency in State government
  - More than 19,000 employees
  - Budget is \$9.8 billion/year
  - Serves around 2.1 million clients per year
- ▶ DSHS is separated into five Administrations (program areas)
  - Programs are separately funded with State General Funds and variable Federal matching funds
- ▶ Executive Administration manages agency-wide services, headed by the Chief of Staff
- ▶ DSHS is the lead agency for PCS

# DSHS – Organizational Structure

## Washington State Department of Social and Health Services Executive Leadership Team (ELT)



DSHS Secretary Susan N. Dreyfus believes in extending leadership, accountability and authority to every member of her Executive Leadership Team (ELT).

The ELT is structured in a circle around the Secretary and Chief of Staff to communicate that the ELT members are in a full and equal peer relationship. They have responsibility for assisting the Secretary in sharing a common vision and mission for DSHS. They are integral to assuring that our employees, key stakeholders and partners experience the values of DSHS consistently throughout the organization. The ELT will work to align the organization's strategic and financial resources for maximum impact on behalf of the citizens we serve and our employees, who are key to our ultimate success.

# DSHS Administrations

- ▶ Aging & Disability Services Administration (ADSA)
- ▶ Children's Administration (CA)
- ▶ Economic Services Administration (ESA)
- ▶ Health & Recovery Services Administration (HRSA)
- ▶ Executive Administration (reports to Chief of Staff)
  - Financial Services Administration (FSA)
  - Management Services Administration (MSA)
  - Information System Services Division (ISSD)

# Aging and Disability Services Administration (ADSA)

- ▶ Administers programs that cover the costs of home and community-based services for elderly, disabled and developmentally disabled individuals
  - Services allow individuals to remain in community-based settings and avoid institutionalization
  - Covered services are generally paid for by Medicaid
  - Most services are provided by “Individual Providers” (IPs)

# Children's Administration (CA)

- ▶ Administers Child Protective/Child Welfare Services programs
  - Includes payments for authorized, licensed child care providers

# Economic Services Administration (ESA)

- ▶ Determines client eligibility for various state and federal programs, including Working Connections (Child Care):
  - Federally subsidized child care program
  - Child care providers are covered by CBA (SEIU 925)
  - Child care centers not covered by CBA
- ▶ DSHS is responsible for generating payments for these child care services

# Health & Recovery Services Administration (HRSA)

- ▶ Administers medical assistance programs and related programs, including mental health & substance abuse
- ▶ Lead administration for ProviderOne implementation
- ▶ Lead agency for communications with CMS (federal funding partner)

# Financial Services Administration (FSA)

- ▶ Supports the existing Tax Reporting Data Base (TRDb) System
- ▶ Responsible for tax reporting & compliance functions within DSHS
- ▶ Manage federal funding and cost allocation models
- ▶ Responsible for the agency budget & budget forecasting



# Information System Services Division (ISSD)

- ▶ Director is DSHS Chief Information Officer (CIO)
- ▶ Provides technology infrastructure services
- ▶ Manages DSHS Enterprise Service Bus
- ▶ Develops and administers IT program and policy for DSHS
- ▶ Manages DSHS enterprise-level projects

# Management Services Administration (MSA)

- ▶ Director is the DSHS Chief Administrative Officer
- ▶ Manages the existing Social Service Payment System (SSPS)
  - Invoice and payment system to be replaced with full implementation of ProviderOne Phase 2 and Provider Compensation System
- ▶ Manages other central management & administrative services such as HR and contracts

# Department of Early Learning (DEL)

- ▶ Cabinet level agency, formed in 2006
  - Division of Child Care & Early Learning moved from DSHS to DEL
  - ECEAP program moved from Community, Trade & Economic Development to DEL
- ▶ Responsible for program management
  - Child care policy, licensing and payment auditing
  - Determines payment rates
  - Key participant in CBA negotiations for SEIU 925

# Home Care Quality Authority (HCQA)

- ▶ Formed in 2001 based on a citizen initiative to improve the quality of in-home services
- ▶ Manage the Home Care Referral Registry
- ▶ Key participant in CBA negotiations & related issues for Individual Providers
- ▶ Manage the Individual Providers Workers Compensation Program
- ▶ State's Public Liaison to the Multi-Employer Health Care Trust

# Office of Financial Management

- ▶ Labor Relations – Negotiate the collective bargaining agreements for all of State Government
  - Agencies participate in collective bargaining discussions but do not negotiate the agreements themselves
  - Manage union relationships at the state level
- ▶ Accounting and Payment Services
  - Manages State's accounting system – Agency Financial Reporting System (AFRS)
  - Produces payments (checks, warrants, etc.)

# Office of State Treasurer

- ▶ The official bank for the State
  - Responsible for disbursement of public funds
  - Handles all electronic funds transfers (EFTs) on behalf of state agencies
  - May delegate certain functions, e.g. cash management, to agencies
  - Maintains relationship with external banking partners

# Department of Information Services (DIS)

- ▶ Provides a variety of technology services
  - Secure Access Washington (SAW)
  - State's Integration Architecture
  - Manages statewide IT policies and standards
  - Offers equipment, facilities, services to State agencies
- ▶ Provides project oversight and staff support for the Information Services Board (ISB)

# Information Services Board (ISB)

- ▶ Formed in 1987, the ISB is responsible for the State's IT planning, acquisition, policies and standards
- ▶ 15 member board comprised of private, public and higher education sectors
- ▶ Actively reviews and is the approval authority for larger IT projects within the state
- ▶ Approvals for IT projects must follow investment and portfolio planning guidelines



# Centers for Medicare & Medicaid

- ▶ Oversees Medicaid programs and waivers administered by each State
- ▶ Provides funding mechanisms for State's undertaking Medicaid related IT projects
- ▶ Requires documentation, plans and schedules via Advanced Planning Document (APD) process
- ▶ Stays engaged on approved project efforts that they are funding

# Provider Groups and Collective Bargaining

## »» Section 3

# What is an Individual Provider?

- ▶ Provides personal care services to Medicaid eligible elderly, disabled and developmentally disabled participants in their home
- ▶ Individual Providers (IPs) are independent practitioners, not employed by the State or a private home care agency
  - In some cases, may be a family member
  - Spouses cannot be paid individual providers

# Individual Provider Requirements

- ▶ Must meet certain requirements:
  - Pass a background check
  - Provide Picture ID
  - Be authorized to work in the U.S.
  - Sign a contract with DSHS and agree to contract terms and conditions
  - Successfully complete caregiver trainings
- ▶ Must be able to perform the care giving activities he or she is hired to perform

# Hiring Individual Providers

- ▶ ADSA staff work with the client to develop a care plan
- ▶ The care plan determines the type of services and maximum number of hours the IP is authorized for payment
- ▶ The client hires and supervises the individual provider(s)
- ▶ Providers submit claims to DSHS for payment after services are provided

# Individual Provider Representation

- ▶ Represented by Service Employees International Union (SEIU) Healthcare, Local 775NW
- ▶ Collective Bargaining occurs to establish an agreement for each biennium (current CBA covers 7/1/09 through 6/30/11)
- ▶ OFM's Labor Relations Office, DSHS and the HCQA are the primary entities that work with SEIU during bargaining

# SEIU Healthcare 775NW CBA

- ▶ Seniority based pay rates
- ▶ Accrual of paid time off
- ▶ Options for health, dental, and managed care insurance for members (administered through a Taft–Hartley trust)
- ▶ Capture of data elements/attributes to support retirement benefits
- ▶ Wage progression based on certification, coaching and mentoring

# Additional Unions Exist

- ▶ Child care providers, represented by Service Employees International Union (SEIU) 925
- ▶ Adult Family Home operators, represented by the Washington State Residential Care Council (WSRCC) – first CBA for 2009–2011 completed
- ▶ Collective bargaining for Child Care Centers was considered by the State Legislature last session



# Lifecycle of a Collective Bargaining Agreement (CBA)

- ▶ CBAs cover a biennium
  - Biennium starts in July of odd years and ends in June of the next odd year
    - E.g. Current biennium covers July 2009 through June 2011
  - Negotiations for new biennium happen in spring/summer before new contract period
    - Next round of negotiations occur in Spring/Summer 2010
  - Proposed contract must be complete by October 1<sup>st</sup> during negotiation years
    - E.g. Proposed contract for the period July 2011 through June 2013 to be completed by October 1, 2010
    - Allows for funding requests for next budget cycle
    - Contracts must be approved and funded by Legislature & Governor

# Oversight Entities

## »» Section 4

# ISB Oversight

- ▶ ISB “Level 3” project requirements:
  - “Level 3” = high risk/high impact project
  - Independent Quality Assurance and IV & V services
  - Provide bi-monthly success factors to ISB staff
  - Participate in developing bi-monthly ISB briefing material
  - Support project communication with DIS staff who act as staff support to the ISB (from DIS)
  - Attend ISB meetings as needed
  - Support DSHS monthly dashboard reporting

# Quality Assurance

- ▶ SysTest Labs is Quality Assurance provider
- ▶ Quality Assurance reviews focus on:
  - Project Management Processes
  - Project Processes
  - Project Deliverables
- ▶ Day to day project presence, generally on-site

# Independent Validation & Verification (IV&V)

- ▶ SysTest Labs is the IV & V Provider
- ▶ IV & V focuses on:
  - Technical and operational capacity & processes
  - Technical and operational deliverables
- ▶ IV & V reviews are done cyclically based on project phases and critical risk areas
  - IV & V review efforts hone in on development, test and production systems, processes, documentation

# Centers for Medicare & Medicaid Services

- ▶ Main Federal agency that DSHS works with
- ▶ Requires cost and budget tracking and reporting when federal dollars are involved
- ▶ Changes to scope, timeline or project costs require formal notification to and review by CMS
- ▶ Has ability to audit agency for any federally funded projects or operations

# In Closing...

- ▶ We hope you have a better idea about DSHS and other state agencies
- ▶ A better sense of the programs under DSHS
- ▶ A better understanding of the oversight relationships that exist